

Vermont Department of Tourism & Marketing

Vermont Agency of Commerce and Community Development







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Vermont Department of Tourism & Marketing

Department of Economic, Housing & Community
Development

Vermont Life Magazine

Historic Preservation



Mission Statement

 To promote Vermont's travel, recreation, cultural and historic attractions, as well as the state's goods and services, in coordination with public and private sector partners and to market to a global audience in a manner consistent with the values and traditions of the state for the economic benefit of all Vermonters.



Travel & Recreation Council

 10 member council who advises the Secretary of Commerce on matters relating to state travel and recreation policy.



Statewide Collaborations

- Vermont Chamber of Commerce
- Vermont Attractions Association
- VCB
- Ski Areas Association
- Weddings
- VMBA
- Byways
- VGTA
- DiginVT
- Vermont Inns & B&B
- Vermont Campgrounds











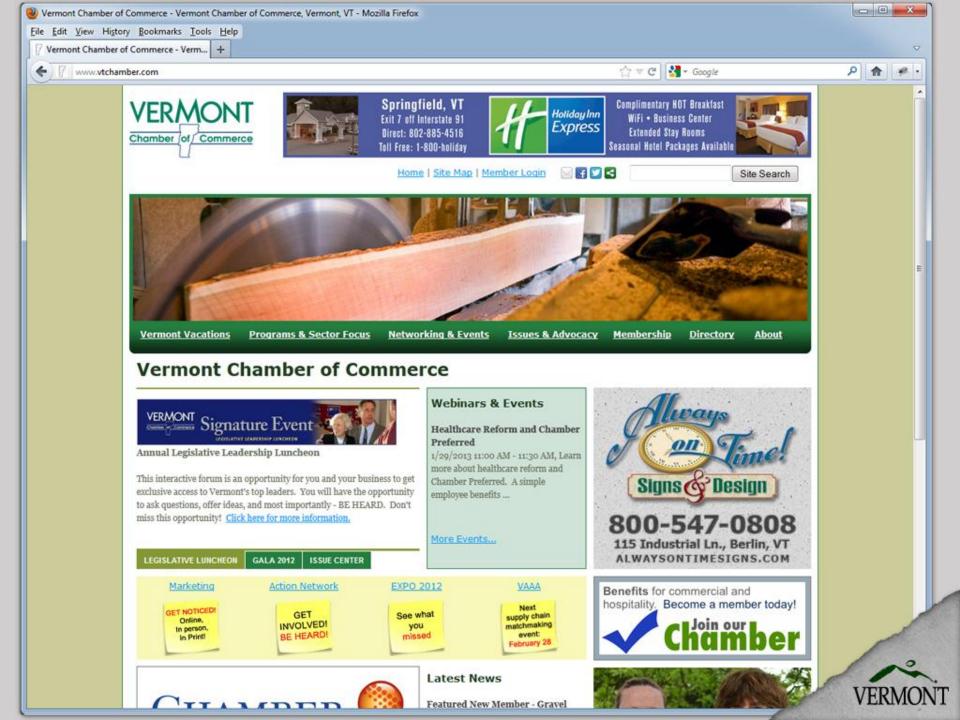






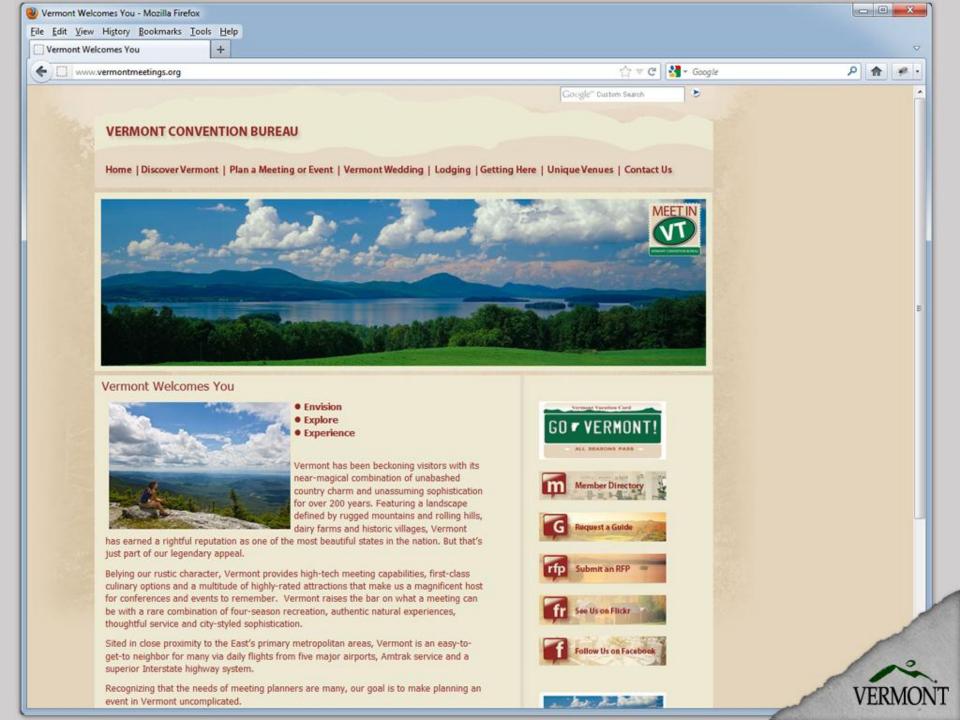


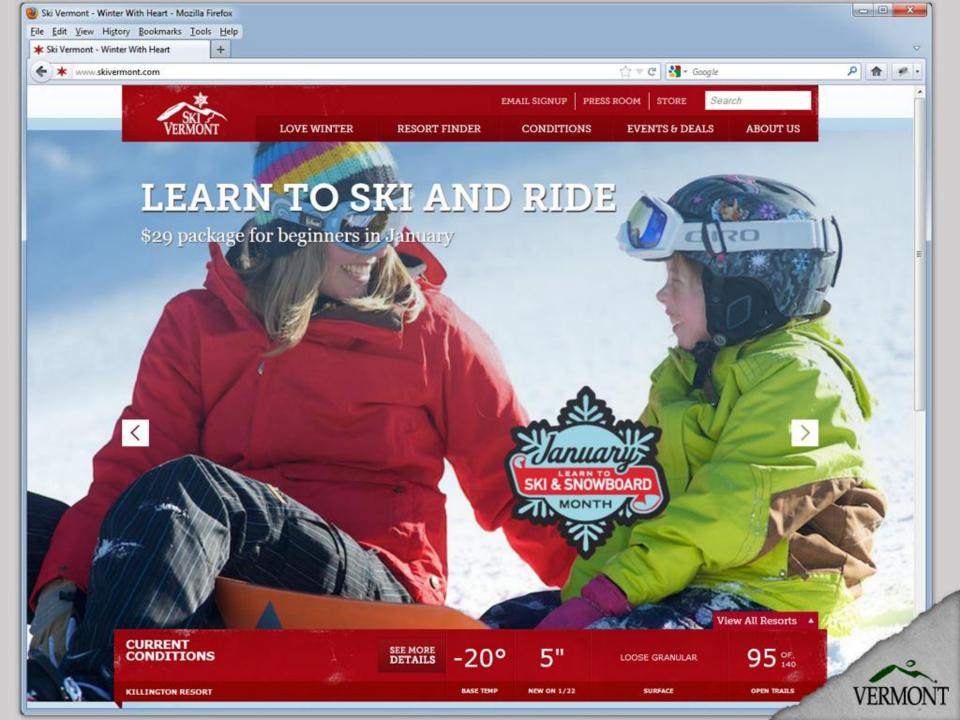


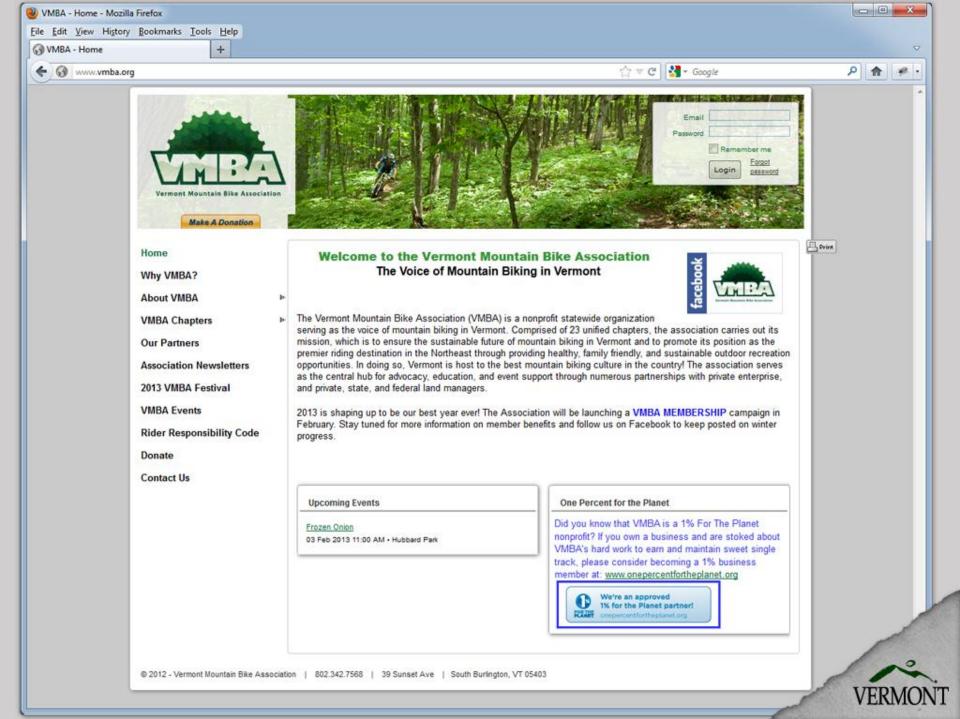


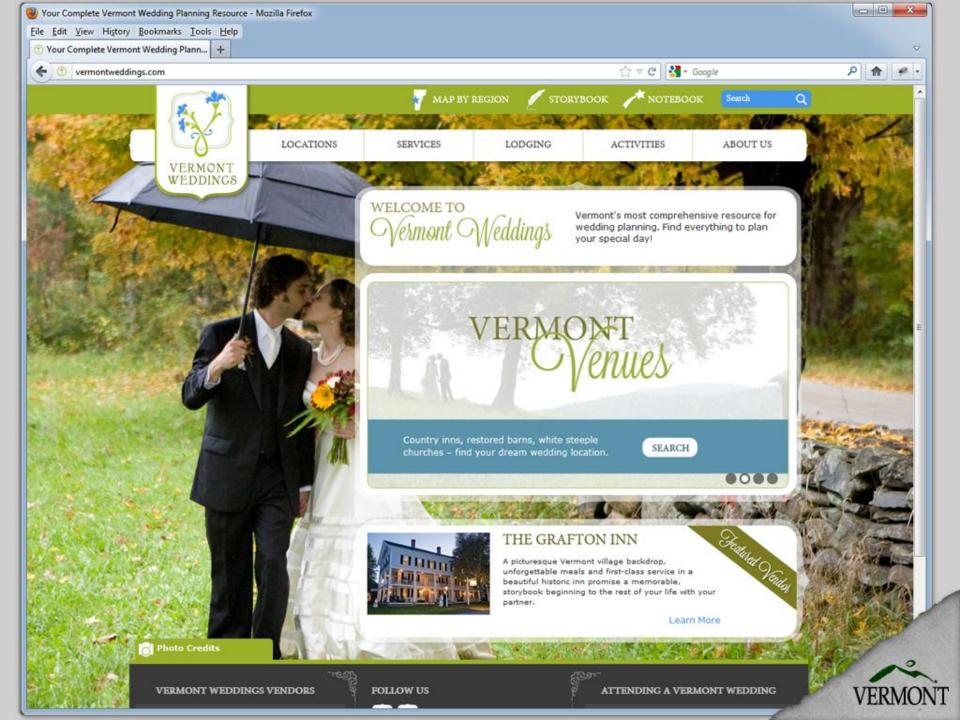


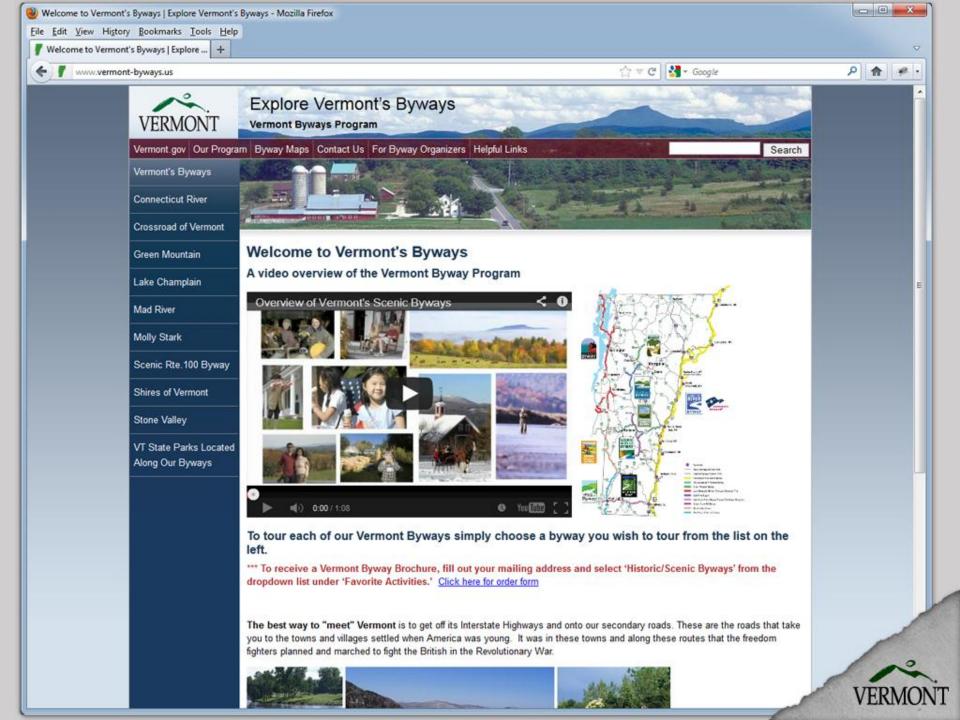


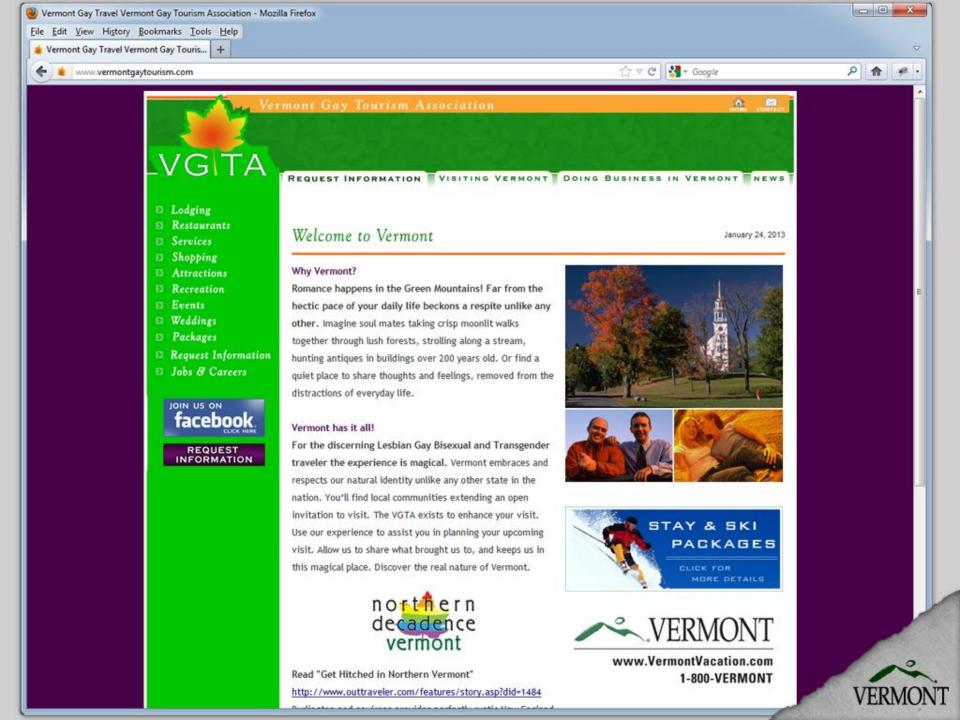




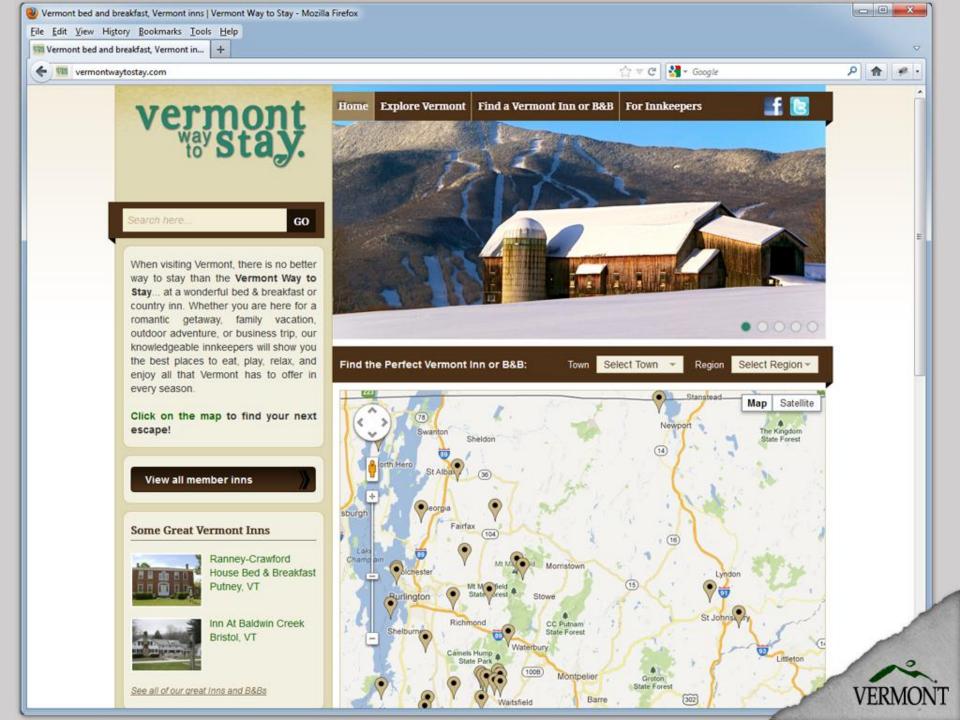
















Best-Practices to Incorporate

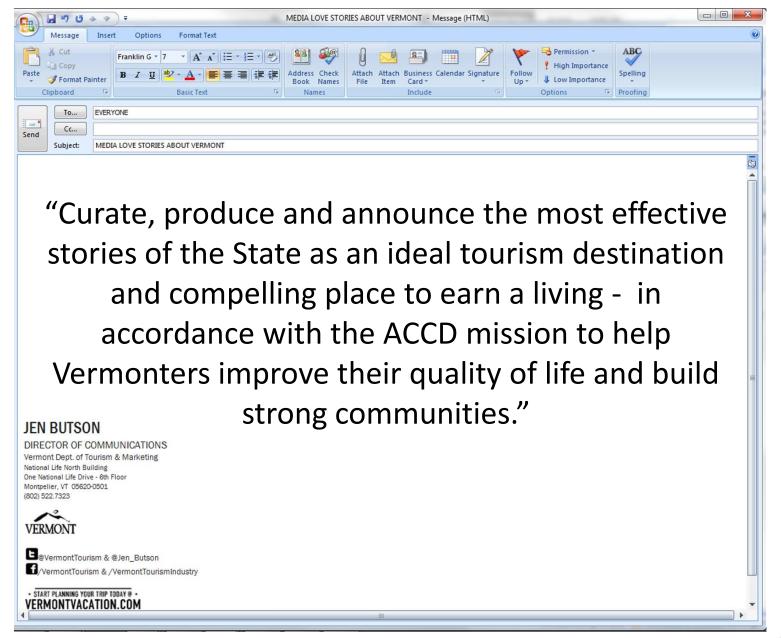
- Partner with our statewide organizations!
- Sign up for the Commissioner's newsletter.
- Invite your legislators to all of your chamber and industry events.
- Communicate to your legislators your success stories as well as your challenges.
- Come to Montpelier and let your voice be heard (combine it with a visit to the TRC).

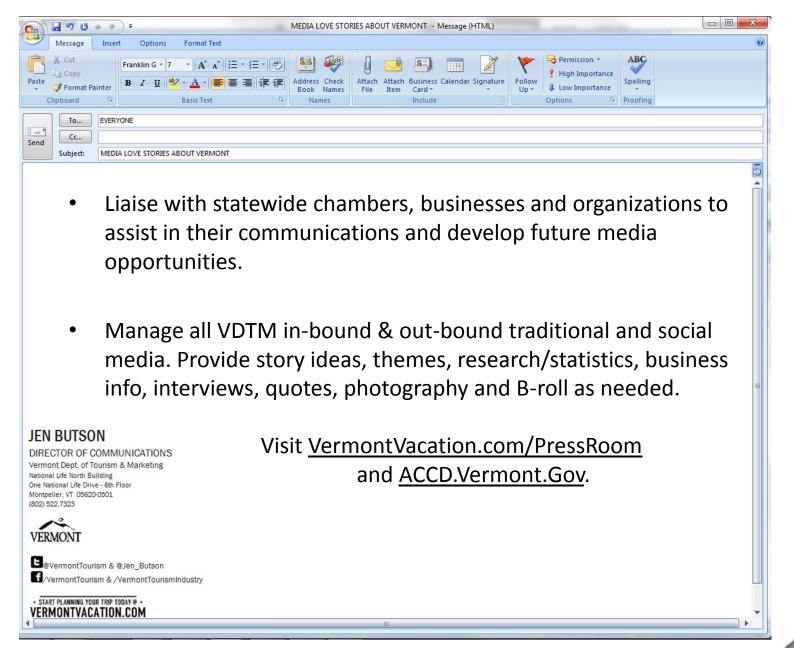


Communications

- Consists of:
 - Director of Communications (Hello!)@VermontTourism & @jen_butson







Industry & Consumer Newsletters

 Produce the Commissioner's Newsletter and Vermont Tourism Newsletter, emailed to 40,000+ monthly.

The Official State of Vermont Tourism Newsletter | February 2013



An Eventful Season: Presidents' Week through March

Presidents' Week ramps up with festivities in Vermont, please enjoy perusing our robust schedule of outdoor events, exhibit openings and nightlife in the month ahead. As the days warm up and sunshine lingers, March also ushers in maple season with festivals and tastings all across the state. Here's a <u>sampler of the hundreds of events</u> posted on Vermont/acation.com. Where else can you spend a couple days and build an igloo, dance to Czech, Irish, African, or urban-pop tunes, watch a torchlight ski parade, sew a quilt, ice climb and meet baby farm animals and owls up close?



Consumer Samples

<u>Commissioner</u> <u>Samples</u>



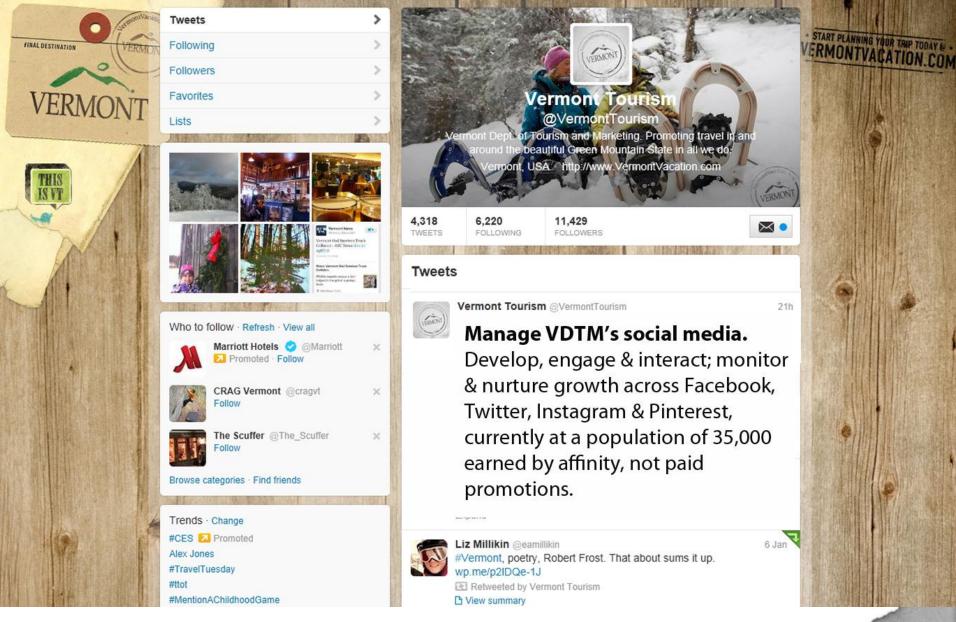
Perpetual Press Trip Planning

 Pitch and develop comprehensive travel itineraries for domestic and international media across all topics related to tourism.









(a) Connect # Discover

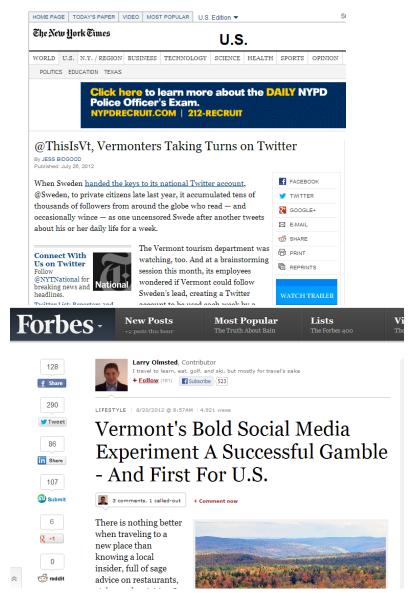


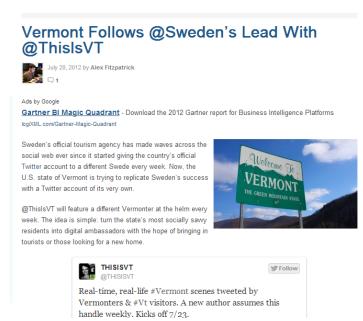
Traditional & Social Media Sync

- Social Media for media/PR and marketers is all about broadening reach. Listen, interact and practice quality writing. Transparency and immediacy are more important then ever.
- Social Media Paths of Communication:
 - **Media to PR:** Outreach for answers, an interview or find/research a story.
 - **PR to Media:** Pitching, establishing relationships and affirming media's coverage.
 - Media to Consumer & PR to Consumer: Promotion and reach; Listening insights/feedback and true community development.



Traditional & Social Media Sync





The campaign yielded more than four million social media impressions in its first four days. Within 20 weeks, media coverage earned was \$500,000 of equivalent ad space.

Budget: \$2,000



Social Ethics & News-Jacking



3 Best-Practices to Incorporate

- Package: You need content, something new, compelling to start any communications campaign. Have substance. What is it? Ask yourself, why does this matter?
- Strategy: Okay, you've defined what your story is. When is the optimum time
 to share it and who is the audience?
- Dynamic Disbursement:
 - <u>Pitch</u>: Don't just aspire to pitch to media; be confident and love your story so much that pitching is completely natural conversational.
 - <u>Be Social</u>: Utilize self-publishing outlets. Speak the language and reciprocate often.



Research

- Consists of:
 - Operations Chief

Develops and creates research and analysis and publishes reports for use by Vermont's hospitality businesses.



Vermont Tourism Bounces Back

Visitor spending in Vermont has increased nearly 20 percent since the Great Recession of 2009, a greater recovery than other sectors of Vermont's economy -- and greater than the average for the tourism sector nationally:

Measure	2009	2011	% Change						
Total Person Trips	13.7 million	13.95 million	1.8%						
Visitor Spending	\$1.424 billion	\$1.7 billion	19.4%						
Tax Revenue Generated	\$199.6 million	\$274.5 million	37.6%						
Hospitality/Recreation Employment*	33,530	37,910	13.1%						
*Includes Proprietors and Wage & Salary employment, both direct and induced by visitor spending									

Key sectors of Vermont's economy are substantially more dependent on visitor spending than the national average:

Jobs Supported by Visitor Spending	Vermont %	U. S. Average %		
Eating and Drinking Places	36.30%	18.10%		
Retail	6.80%	2.90%		

Source: Preliminary Estimates from the Benchmark Study of the Economic Impact of Visitor Spending on the Vermont Economy 2011, Chmura Economics & Analytics, October 2012



Economic Impact of Visitor Activities in Vermont

The total amount of the visitor spending in Vermont is broken down into different categories. Prepared meals and lodging are the two largest spending items for Vermont visitors.

Estimated Direct Visitor Spending (2011)									
Category	Spending (\$Million)	Percent Total							
Prepared Meals & Beverages	\$393.80	22.90%							
Lodging	\$366.10	21.30%							
Gasoline	\$290.50	16.90%							
Groceries	\$167.40	9.70%							
Shopping	\$214.30	12.50%							
Entertainment and Recreation	\$122.70	7.10%							
Other Transportation	\$85.30	5.00%							
Other	\$78.90	4.60%							
Total Visitor Expenditure	\$1,719.00								
Total Person-Trips (Million)									
Source: Chmura Economics & Analyt									



Economic Impact of Visitor Activities in Vermont

Compared with the 2009 Benchmark study, the importance of Vermont tourism in the overall economy increased moderately, reflecting the fact that employment in Vermont's tourism industry registered double-digit growth from 2009 to 2011, faster than the overall employment expansion.

Wage and Salaried Employment in the Tourism Industry*							
	NAICS Code	Employment					
Hotel Lodging	721	10,054					
Eating and Drinking	722	6,534					
Recreation & Entertainment	71	1,633					
Transportation	48	684					
Gasoline	447	844					
Retail Shopping	44,45	1,613					
Total	21,362						
*Directly Supported by Visitor Sp							

If the indirect and induced jobs are included, the tourism industry would contribute to 12.8% of total employment in the state of Vermont.

Economic Impact of Visitor Activities in Vermont

The direct employment estimated for 2011 includes both wage and salary jobs as well as proprietors. Of the 26,277 direct jobs, it is further estimated 21,362 of them are wage and salary jobs. Of the total jobs (37,910) attributable to visitor spending, 7,091 of them are estimated to be proprietors.

Best Estimate of Direct and Ripple Effect Jobs Attributable to Visitor Spending (2011)								
Direct Wage & Salary Jobs	21,362							
Proprietors (Direct & Ripple)	7,091							
Wage & Salary Jobs from Ripple Effect	9,457							
Total Jobs (Direct & Ripple)	37,910							
Source: Chmura Economics & Analytics								



Change in Room Receipts, 2009-2011

Total room receipts (taxable and nontaxable) expanded by \$55.6 million from 2009 to 2011 in Vermont. Taxable room receipts from Vermont lodging establishments rose to reach \$381 million in 2011, eclipsing the previous peak of \$372 million in 2008. Room receipts plummeted in 2009 and have since risen quickly.

\$400,000,000 \$380,000,000 \$340,000,000 \$320,000,000 \$300,000,000 \$2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011

Source: Vermont Department of Taxes



MRA Taxable Receipts Comparison

Despite a challenging winter season when much of the state had minimal snow fall, Meals, Rooms and Alcohol (MRA) receipts more than held their own through the first two quarters of calendar 2012:

1st Qtr. Taxable Receipts: % Change 2012/2011/2010							
		Meals		Rooms	Alcohol	MRA Total	Est. Revenue
2012	\$	212,322,770	\$	107,038,989	\$ 41,959,400	\$ 361,321,159	\$ 32,938,498.31
2011	\$	201,203,870	\$	110,636,390	\$ 40,737,104	\$ 352,577,364	\$ 32,139,333.80
2010	\$	196,607,620	\$	99,412,306	\$ 39,436,475	\$ 335,456,401	\$ 30,585,440.84
2012/2011		5.53%		-3.25%	3.00%	2.48%	2.49%
2012/2010		7.99%		7.67%	6.40%	7.71%	7.69%

2nd Qtr. Taxable Receipts: % Change 2012/2011/2010*							
		Meals		Rooms	Alcohol	MRA Total	Est. Revenue
2012	\$	203,888,841	\$	68,745,205	\$ 33,381,534	\$ 306,015,580	\$ 27,875,217.54
2011	\$	192,650,583	\$	61,810,992	\$ 31,571,043	\$ 286,032,618	\$ 26,058,646.05
2010	\$	189,315,059	\$	57,728,743	\$ 31,206,461	\$ 278,250,263	\$ 25,354,588.28
2012/2011		5.83%		11.22%	5.73%	6.99%	6.97%
2012/2010		7.70%		19.08%	6.97%	9.98%	9.94%
*Preliminary (75	Day	Report)					

Source: Vermont Tax Department/Vermont Dept. of Tourism & Marketing



VT: A Place to Call (Second) Home

Second Home Owners:

- Own about 20% of the owner occupied housing units in Vermont
- Pay more than \$125 million in Education Property taxes
- Pay more than \$50 million in Municipal Property taxes
- Spend about \$160 million during their visits to Vermont for food and entertainment, etc.
- Second home owners spend money in Vermont supporting Vermont businesses
- Spend more than \$90 million with local businesses maintaining their properties
- Spend additional millions to Vermont utilities for electricity, phone, cable, heat, etc.



800-Vermont and Fulfillment

 Although technology has changed how visitors research while planning vacations, phone calls and printed brochures still play a major role.

VDTM Inquires during FY 2012	
Direct Calls to 800-Vermont	5,372
Online Form Requests	39,843
Total Packets Sent	45,215

 At the same time, technology provides new tools for understanding where our visitors come from – and, with some fine tuning, what promotions are reaching them.



Marketing / Advertising

- Consists of:
 - Marketing Director/Deputy Commissioner
 - Graphic Designer
 - Web Developer

This team manages all aspects of Vermont's advertising campaigns.



- Develop seasonal marketing plans.
- Work with public and private companies to develop collaborative marketing campaigns.
- Produce and traffic advertising creative.
- Maintain and design VermontVacation.com.



Cooperative Advertising

 The Vermont Department of Tourism wants to collaborate with YOU on out of state marketing campaigns.



Implement multiple advertising mediums

- Broadcast & cable television
- Broadcast radio
- Print
- Outdoor
- Digital/online advertising
- Mobile
- Events, on site promotions























ASTRAY THE ORDINARY explore our winter wander land



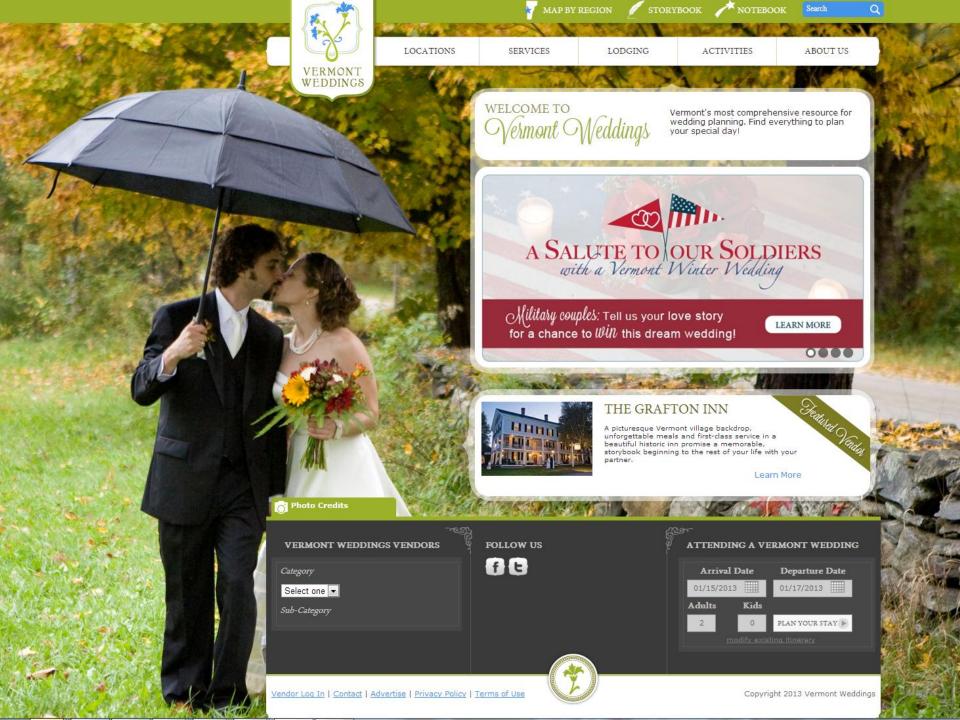
+ Enter + for a chance to WAYA VERMONT WINTER VACATION







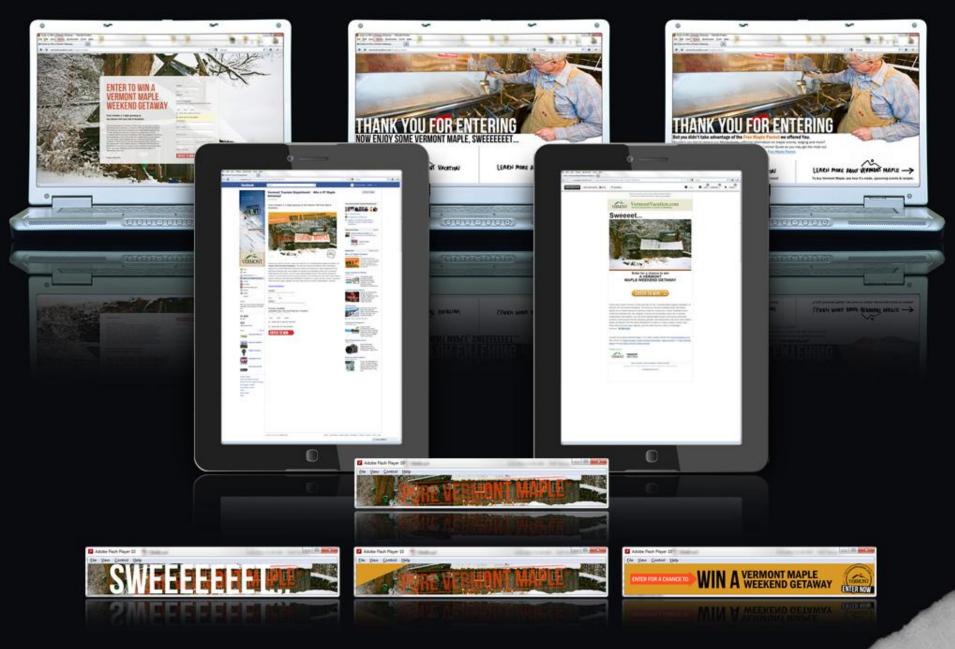




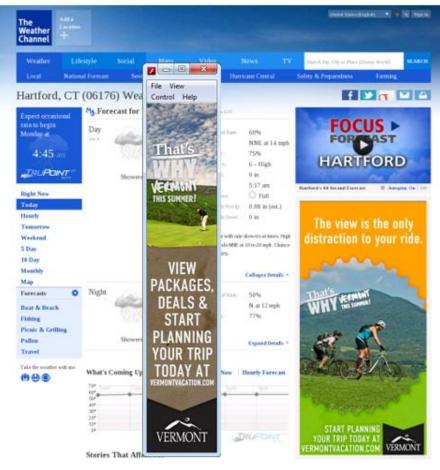
3 Best-Practices to Incorporate

- Know your consumers behavior.
- Listen: Marketing opportunities don't always have to be expensive.
- Develop your look: Implement it through every out-facing communication.
- Simplify: Your story should be brief, engaging and digestible.
- TAKE GREAT PHOTO IMAGES.

































The same of the local section

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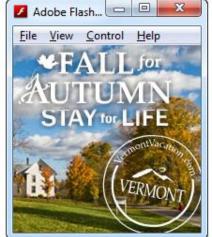


FALL for AUTUMNSTAY & LIFE















explore our winter *wander*land

× enter & explore

EMAIL*	
PHONE	
Recieve S	MS Offers & Daily Lift Tickets
ZIP*	

- » see our winter wanderland
- × share your experience



















explore our winter wander land

× thank you for entering!



what's this? find out more »

- » see our winter wanderland
- × share your experience





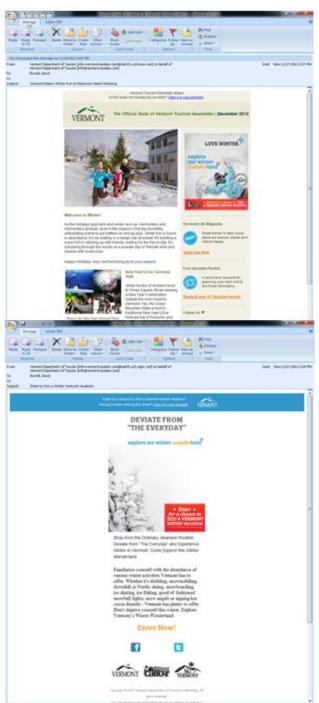


















3 Best-Practices to Incorporate

- Develop a strategy to meet your goals.
 - "What are we trying to do?"
- Communicate your message creatively:
 - No two solutions are the same, but one is better.
- Utilize your most valuable assets:
 - What defines an 'asset'?



Sales

- Consists of:
 - Sales Manager

Works with domestic and international tour operators to increase group business to Vermont through sales missions and marketplaces. Leads and reports are available for distribution.

Oversees consumer shows.

Works with businesses on packages.



Big E – Springfield, MA Volunteers welcomed

• 11 - 29 September, 2013



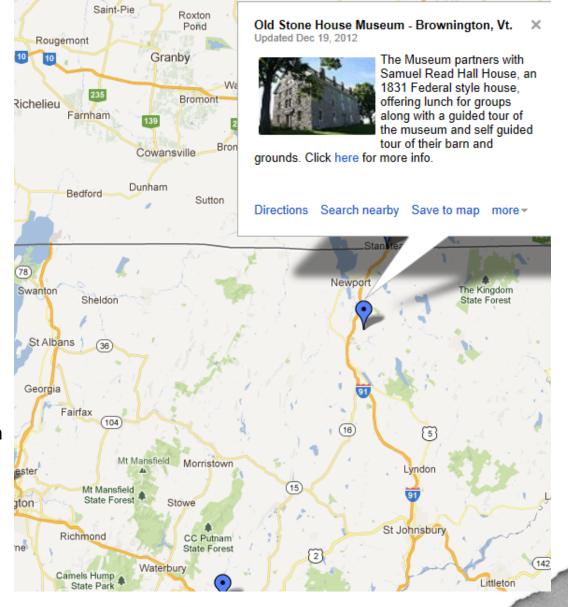


Itinerary Development for Group Travel

Available to travelers in the FIND YOUR TRAIL section of VermontVacation.com

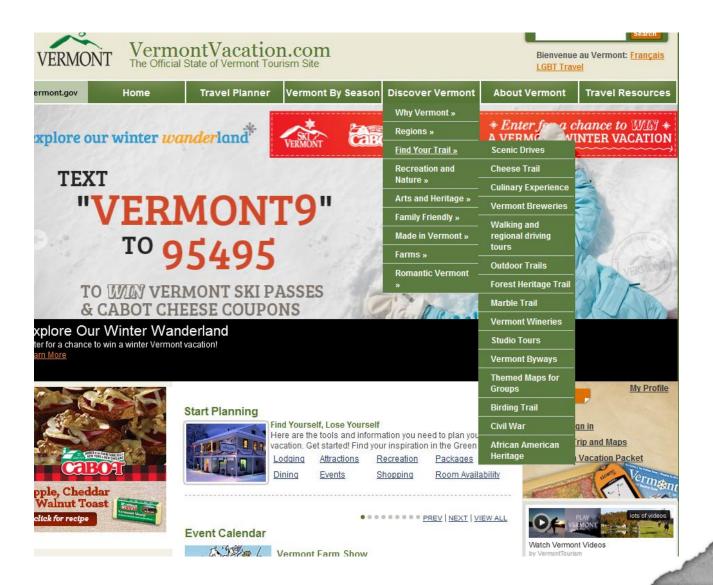
Also available in the trade section:

VermontVacation.com/motorcoach





Maps are located in the "Find Your Trail" section of Discover Vermont





North American Shows

•	5-9 Jan	American Bus Association Marketplace – travel trade
•	16-20 Jan	Camping Show – Tampa (partner: Vermont Campground Assoc.)
•	19-21 Jan	NERVDA Boston Rv Show (partner: VCA)
•	19-23 Jan	National Tour Association Marketplace – travel trade
•	January	New York Penn Station Event
•	15-18 Feb	Springfield MA Camping and Outdoor Show (partner VCA)
•	22-24 Feb	Toronto Adventure Show
•	1-3 Mar	AAA Southern New England Show
•	8-10 Mar	NeHaCa Camping Show NH (partner VCA)
•	8-10 Mar	Québec Bike Show
•	9-10 Mar	Ottawa Vacation Show
•	5-7 Apr	Vacationland Camping Show , Maine (partner: VCA)
•	12-14 Apr	Rhode Island Camping Show (partner: VCA)
•	5 May	CT Summer Travel Show - Hartford
•	7-8 May	Camping Show - Maryland (partner: VCA)
•	Early June	Montreal Train Station event
•	11-29 Sep	Big E – Springfield, MA with 80 volunteers
•	25-27 Oct	Montreal Trade Show
•	28-30 Oct	Bienvenue Québec Marketplace – travel trade
•	Fall	Boston Ski Show (partner: Vermont Ski Area Association)
•	Fall	Hartford Ski Show (partner: VSAA)
•	Fall	Ottawa Ski Show (partner: VSAA)
•	Fall	Toronto Ski Show (partner: VSAA)
•	Fall	Peter Glen Ski Show – Florida (partner: VSAA)



Packages & Vermont Travel Planner

- List your business on the Vermont Travel Planner: Lodging,
 Dining, Shopping, Events, Recreation and Attractions.
- Partner and submit packages for VermontVacation.com/packages.

ELOPEMENT OR CIVIL UNION PACKAGE



2 nights in a deluxe room with breakfast. Making arrangements with local JP (N.B. JP fee not included). Assistance with license application. Flowers and chocolates in your room. Ceremony in the Victorian parlor. Wedding cake and sparkling beverage toast for 2, dinner for 2

INN VICTORIA

Chester

(802) 875-4288

Website | Email

Starting at: \$800.00

Per Unit (maximum occupancy applies)

Valid

4/1/2012 - 12/31/2013 Blackout Dates May Apply



Discover New England

- Official Tourism Organization representing New England internationally
- Founded in 1992
- Equal partnership between the 6 New England states



Discover New England

- Discover New England Tourism Summit
- Travel guide production
- www.DiscoverNewEngland.org
- Joint marketing efforts with tour operators
- Fulfillment of consumer requested material
- Organization of tour operator familiarization trips







DNE Guide



Dutch Guide





3 Best-Practices to Incorporate

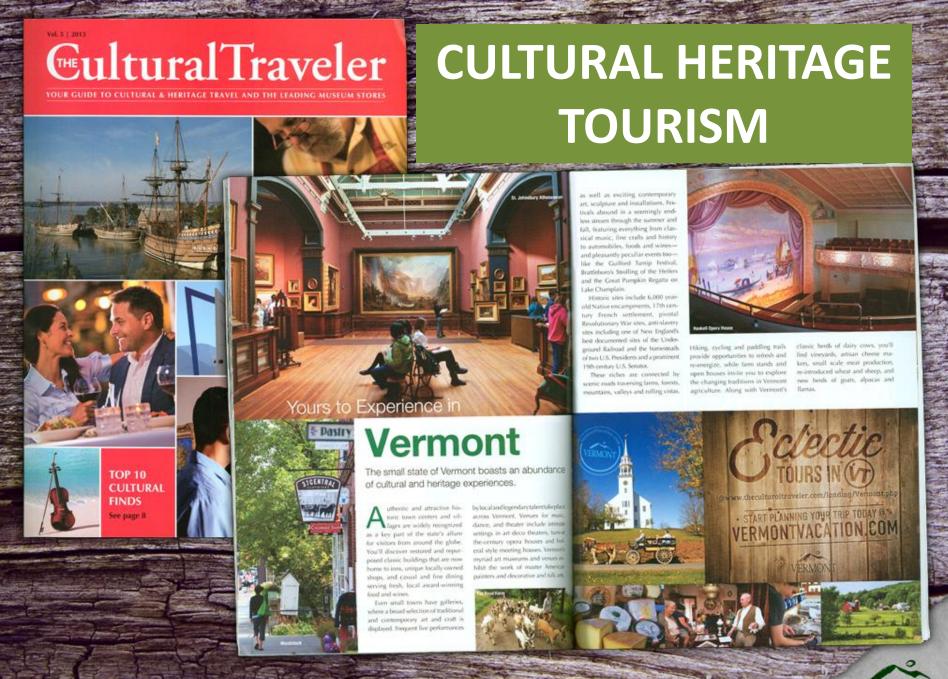
- Partner; work on packages with lodging and/or other business in your area.
- Partner: if you wish to attend shows and cannot afford a full booth, share with other business or other regions.
- Partner: If you wish to working the motorcoach market,
 work with other businesses that are already in the market.
- A word to remember: PARTNER



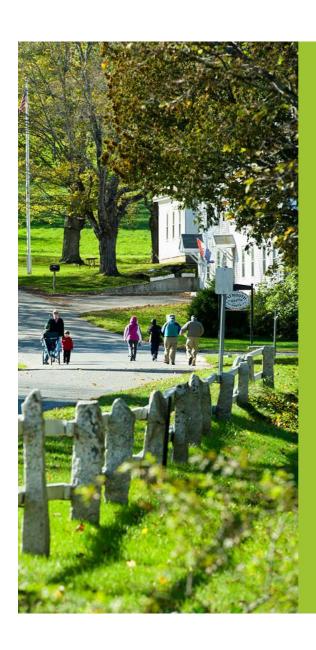
Cultural Heritage Tourism







VERMONT



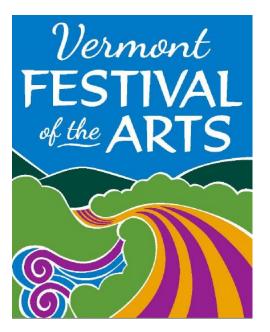
VDTM supports

statewide and regional cultural heritage tourism projects that provide visibility, promotional opportunities, and economic benefits to groups of businesses, institutions and activities.









From hidden history to tourist draw

New self-guided tour highlights role and contributions of African American Vermonters

By Randolph T. Holhut

tion, Vermont has a surprisingly Grafton." rich place in African-American history. However, that history is not all that well-known.

Curtiss Reed Jr., execu-tive director of the Vermont Partnership for Fairness and Diversity, wants to change that of today's Brattleboro Union

Working with the Vermont Department of Tourism and Marketing, the Vermont African American Heritage Trail will provide a self-guided tour for for Vermont soldiers heading those interested in this chapter of the Green Mountain State's from the fight.

"This creates a narrative for

Vermont," Reed said. "African-Americans fought alongside Ethan Allen with the Green Mountain Boys. The state wel-For a state that has comed African-Americans to long held the distinc-tion of being one of establish roots here in the 19th century, before the Civil War, the whitest in the na- in Hinesburg, Guilford, and

"The history is definitely there, and now we can share it with everyone," he said.

High School.

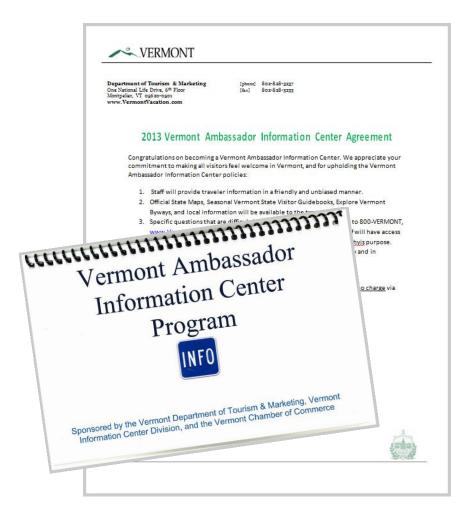
During the Civil War, the site was a sprawling military hospital and the main mustering ground off to battle and returning home



Grafton native Daisy Turner lived to age 104 and became famous for her oral or Vermont soldiers heading fit to battle and returning home rough the fit to have a many African-Americans featured along the fit to battle and returning home rough the fit to have a many African-Americans featured along the African American Heritage Trail, which the Vermont Department of Tourism and Marketing has developed to market the state to more diverse national and international audiences. The state agency worked with the Brattleboro-based WHEN HERETAGE TRAIL, PAGE A2 Vermont Partnership for Fairness and Diversity.







Other projects include:

- Open Studio Weekend
- Vermont State Craft Centers
- Support of Historic Downtowns
- Advisory to Champlain Valley National Heritage Partnership
- Site Visits and Consulting
- Advocacy
- Technical Support
 - Vermont Ambassador Program
 - Vermont Travel Planner



Vermont Vacation.com Vermont Travel Planner





Recreation



Vermont vacations aren't meant entirely for relaxing. Get outdoors and take advantage of all Vermont has to offer, from hiking, kayaking and biking to skiing, ice-fishing and snowshoeing.

Name / Keyword Search	
	Keyword Search

-- OR PERFORM DETAILED SEARCH CRITERIA BELOW --

Detailed S	earch		Detailed Search
SEARCH BY	SELECTING ONE	OR MORE TYPE	S
All Types			
Air Sport			
Gliding	Hang Gliding	Hot Air Ballooning	
Para Sailir	ng		
Amusement			
Alpine Slic	le Animal Zoo/Park	Arcade/Fam	ilv Fun

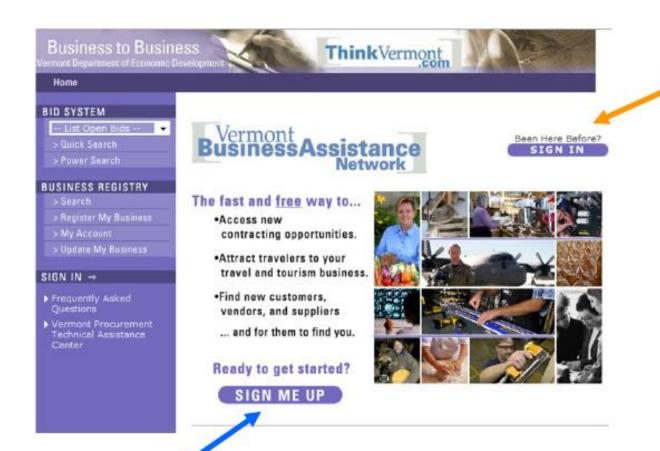
BOUNDLESS JOURNEYS

Boundless Journeys offers active and cultural itineraries around the world, including a walking and hiking exploration of Vermont's best foliage. This 5-day, 4-night itinerary takes in quiet villages and the bustling town of Stowe. Fine accommodations and excellent local cuisine round out the experience.

[+] Add to	o My Trip View My Trip	My Trip Sign In
Address:	1250 Waterbury Road Suite 1 Stowe, VT 05672	
Phone:	(802) 253-1840 Business (voice) (802) 253-1844 Business (fax) (800) 941-8010 Toll Free (voice)	
Contact(s):	Karen Cleary Matt Holmes	
Email:	info@boundlessjourneys.com	
Website:	www.boundlessjourneys.com	
Town:	Stowe	
	Jan 01	
Days/Hours:	9-5 pm.	
	0	
Additional Criteria:	Hiking, Horseback Riding, Walking, Nation Swimming	nal Forest, Canoe/Kayak,



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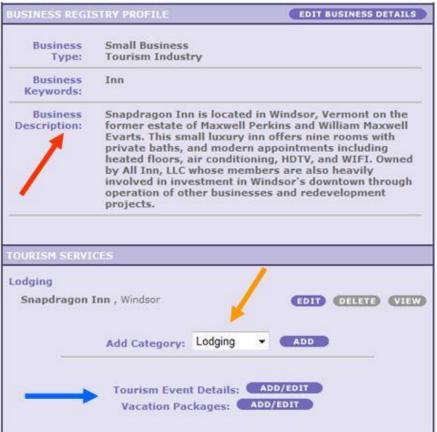


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SNAPDRAGON INN

EDIT PRIMARY NAME

ALTERNATE SEARCH N	AMES	ADD ALTERNA	ATE NAMES
Alternate Search Nam	e(s):		
SNAPDRAGON		(EDII)	OHEID
BUSINESS ADDRESS/F	HONE	ADD A	ADDRESS
Business Location	on: 26 Main St. Windsor, VT 05089 (802) 227-0008	EDID	OHH
WEBSITE		ADD V	WEBSITE
Website(s):			
http://www.snapdrag	joninn.com	EDIT	DELETE
MAILS		ADD	EMAIL
Email(s):			
innkeeper@snapdrag	oninn.com	EDIT	OHIE
CONTACT(S)		ADD (CONTACT
Primary Contact	Nathan Larson	EDIT	(DELETE)
Primary Contact	26 Main St.		- Contraction of the Contraction
	Windsor VT 05089		
Display in Registry	Windsor, VT 05089 (802) 227-0008 innkeeper@snapdragoninn.co	m	





3 Practical Tips to Incorporate

- Know your competition and be your toughest critic.
- Diversify mix it up.
- Travel planner tips:
 - Post events early.
 - Make the most of the opportunity to provide descriptive text.
 - Keep websites current.





Vermont Life Magazine

 Copies bought in bulk for guest rooms, lobbies and other public areas:

\$4 per copy for current issue \$2 for back issues Shipping included



 Subscriptions used as purchase incentives, guest thank-yous, or employee rewards:

\$7.97 for one-year/four-issue printed subscription \$3.97 for one-year/four-issue digital subscription

 Contact Vermont Life Publisher Dave Hakins, 802-828-1680, dave.hakins@vermontlife.com.





MEGAN SMITH

COMMISSIONER
Vermont Department of Tourism & Marketing
Megan.Smith@state.vt.us

STEVE COOK

DEPUTY COMMISSIONER

Vermont Department of Tourism & Marketing
Steve.Cook@state.vt.us

JEN BUTSON

DIRECTOR OF COMMUNICATIONS

Vermont Department of Tourism & Marketing

Jen.Butson@state.vt.us

GREG GERDEL

RESEARCH AND OPERATIONS CHIEF Vermont Department of Tourism & Marketing Greg.Gerdel@state.vt.us

CHRISTIANE SKINNER

SALES MANAGER INTERNATIONAL & NORTH AMERICAN MARKETS Vermont Department of Tourism & Marketing Christiane.Skinner@state.vt.us

CATHERINE BROOKS

CULTURAL HERITAGE TOURISM COORDINATOR Vermont Department of Tourism & Marketing Catherine.Brooks@state.vt.us

DAVID BURNELL

MARKETING COORDINATOR
Vermont Department of Tourism & Marketing
David.Burnell@state.vt.us

